



Published on GSA SmartPay Online Training Courses (<https://training.smartpay.gsa.gov>)

[Home](#) > For Account Holders

GSA SmartPay Travel Training (Account Holders/ AOs)



As a federal government employee going on travel, you are expected to be familiar with Federal Travel Regulations (FTR) ^[1] and government travel policies. This training provides information on traveling for the Federal Government and reviews how to use a government travel account. An interactive quiz follows. To print or save the training, please follow the following steps:

1. Click on "Printer friendly version" ?
2. Select ?Ctrl P? or Print from the File menu on your web browser.
3. Select a printer name to print or select ?Adobe PDF? from the dropdown menu to save a copy to your computer.

To find out more information about the travel card program, please [click here](#) ^[2] to visit the GSA SmartPay website.

[Download Training Guide PDF](#) ^[3]

Introduction



Your agency contracts with a commercial bank/provider for government travel accounts using the GSA SmartPay contract. When traveling for the Federal Government, use of the GSA SmartPay travel account is mandatory, unless an exemption has been granted. You must use a GSA SmartPay travel account for all official travel expenses unless:

1. A vendor does not accept the payment solution;?
2. The administrator of GSA has granted an exemption (see [FTR Section 301-70.704](#) ^[1]); or
3. Your agency head has granted an exemption.

Your GSA SmartPay travel account may be used for authorized official travel and authorized travel-related expenses only. Official travel expenses are transportation, lodging, meals, and incidentals. The travel account will be printed in your name and must not be used by any other person. You are personally liable for all charges made on your travel account. Again, use of the GSA SmartPay travel account is for official government travel only. ?Do not use your government travel account for any personal expense.

Signing up for a Travel Account

Credit Worthiness

If you are a first time travel account applicant, then your agency is required to assess your credit worthiness pursuant to Section 846 of the Consolidated Appropriations Act of 2006 (Public Law 109-115), prior to issuing you a travel account.

Refer to the Office of Management and Budget (OMB) Circular A-123, Appendix B, Chapter 6, Credit Worthiness ^[4], for more details. In addition, contact your Agency/ Organization Program Coordinator (A/OPC) for your agency's specific process for assessing credit worthiness.

Travel Charge Card Application

To apply for a GSA SmartPay travel account, please follow these steps:

1. Obtain an application from your A/OPC, *NOT from the agency issuing bank.*
2. Provide an address (typically your home address) where your GSA SmartPay travel account is to be mailed, if required.?
3. Provide an identifier to activate your travel account (and remember it!).
4. Based on agency policy, indicate whether you will be provided ATM access. If unsure, you can ask your A/OPC.
5. Read the back of the application form, which advises you of your responsibilities in accepting a federal government travel account. Be aware that:
 - You are personally liable and responsible for all charges whether or not you are reimbursed by your agency;
 - Your credit rating may be affected if the account is cancelled;
 - You may be subject to disciplinary action and/or salary offset for late payment.
6. Sign the form. ?A supervisor signature is also required at most agencies.
7. Submit the signed form to your A/OPC. ?Your A/OPC will verify that all necessary information is provided and send it to the bank.

Receiving Your Travel Account

You will receive your federal government travel account in the mail within 10 days from the time the application is submitted to the issuing bank.

If you have ATM authorization, the bank will mail the PIN separately. You should receive your PIN within a few days of receiving your travel account; however, you may receive your PIN before you receive the travel account.

When you receive your GSA SmartPay travel account:

1. Read the Account Holder Agreement.
2. Sign your travel charge card, if required.
3. Follow the instructions to activate your travel account.
4. Secure your travel account until you are ready to travel.
5. Read and become familiar with your agency travel policy and procedures. (Ask your supervisor or program coordinator where to get copies)
6. Find out what receipts you will need to keep to be reimbursed.
7. Become familiar with Federal travel policy:
 - Federal Travel Regulation (FTR) ^[1] - for civilian employees (41 CFR., Chapters 301-304).
 - Joint Travel Regulations (JTR) ^[5] - for DoD civilian employees
 - Foreign Affairs Manual, Volume 4, Chapter 460 ^[6]? ^[6](4 FAM 460) and Foreign Affairs Manual, Volume 14, Chapter 500 ^[7] (14 FAM 500) for members of the Foreign Service, U.S. Department of State
8. Find out if your agency issues government phone cards to travelers and how to obtain one.

Helpful Hints for Travel Card Use ^[8] - This card-sized brochure provides succinct information to account holders on the travel account including do's and don'ts.

Planning for the Trip

Travel Charge Card Authorization and Cost Estimates

Determine the purpose of the trip, length, destination(s), dates of departure and return, and whether a vehicle is needed while at your destination.

Fill out a Travel Authorization (TA). This is the official authorization to take the trip. Get the TA signed by your supervisor and routed for other necessary approvals. Information you will need for the TA includes:

- Fares for air or train transportation, and/or mileage:
 - GSA negotiates special reduced rates with airlines called Airline City Pair. The rates and schedules are listed at www.gsa.gov/citypair ^[9].
 - Mileage rates for using privately-owned vehicles (POV) are listed at www.gsa.gov/mileage ^[10].
 - Check with your TMC for train transportation fares.
- Methods of reimbursement:
 - Per Diem (www.gsa.gov/perdiem) ^[11]:
 - Lodging: Rates vary by location. Some states honor the federal tax exemptions for Individually Billed Accounts (IBAs). If you are traveling to a state which does not grant tax exemptions, taxes are reimbursable by your agency. Before leaving for travel, make sure you know how the destination state handles taxes. Visit the GSA SmartPay website to obtain any state tax exemption forms (if required) and other related state tax information.
 - Meals and Incidental Expenses (M&IE): The allowance for meals and incidental expenses, such as tips and transportation between place of business and lodging is reimbursable.
 - Actual Expenses:
 - In situations where normal per diem rates are not sufficient to cover costs, actual expenses are allowable. This method of reimbursement must be approved ahead of time on your Travel Authorization (TA). Refer to FTR 301-11.303, Actual Expense.
 - Training Events/ Conference Attendance:
 - Special rates apply for attendance at training events/ conferences. These rates must be indicated on the TA and approved ahead of time. Refer to FTR 301-74, Conference Planning.
 - Advanced payment of a conference or training registration fee may be reimbursed as soon as your TA for the event has been approved and after you have submitted a proper travel claim/voucher for the expenses incurred. Refer to FTR 301-74.25, Conference Attendees.

[Click here](#) ^[12] to find out more about state tax information and whether you are exempt when traveling.

Making Reservations

Airline, Lodging and Car Rental?

Effective January 1, 2001, you are required to use the Travel Management System selected by

your agency for all common carrier, lodging, and car rental arrangements. Only the head of your agency or his/her designee may exempt certain types of travel arrangements from the mandatory use of the Travel Management System. At most agencies, you will make travel reservations through your agency Travel Management Center (TMC), or if you work at the Department of Defense, Commercial Travel Office (CTO). The TMC/CTO may charge your agency a fee for processing the transaction. If there are several transactions, such as transportation and lodging reservations, the fee may be lower if you make all arrangements at the same time. Generally the TMC/CTO pays for airline tickets using your agency's centrally billed travel account so these charges will not appear on your individually billed travel account. However, agency policy may require you to pay for airline tickets using your individually billed travel account.

There are several benefits to having the TMC/CTO make your lodging reservations:

- Compliance with the Fly America Act, Government-wide travel policies, contract city pair fares, electronic ticketing, and ticket delivery.
- Compliance with the Hotel/Motel Fire Safety Act.
- FedRooms consideration:
 - FedRooms provides Federal Travel Regulation (FTR), FEMA and ADAcompliant hotel rooms for federal government travelers on official business.
 - Customers receive benefits such as best price/value (at or below per diem), policy compliant hotels, flexibility when cancelling (at 4pm or later), a variety of booking channels, and quality lodging worldwide.
 - For more information, go to <https://www.fedrooms.com/>^[13]. (No fees charged if booked online via FedRooms.com when allowed by your agency.)

For lodging reservations placed outside of FedRooms, it is particularly important to find out:

1. If the facility is on the FEMA list of fire safe lodging (www.usfa.fema.gov/applications/hotel/^[14]).
2. The hotel's cancellation policy. Be sure to cancel if you will not be using the room. Most hotels charge for last minute cancellations or no-shows.
3. The late arrival policy.
4. When they plan to charge your GSA SmartPay travel account. This is important because it will affect your ability to receive timely reimbursement from your agency.
5. Tax Exemption: Some states honor the federal tax exemptions for individually billed accounts (IBAs). If you are traveling to a state which does not grant tax exemptions, taxes are reimbursable. Before leaving for travel, make sure you know how your destination state handles taxes. [Click here for more state tax information](#)^[12].

For airline reservations:

1. Use of City Pair fares is mandatory unless a valid exception as listed in the FTR at 301-10.107 exists.
2. Remember the FTR asks that the more highly discounted "CA" fare be considered first and chosen if available and meets mission requirements.
3. In order to obtain a refund for unused or partially used tickets, the traveler is responsible for contacting the travel agent, the Commercial Travel Office (CTO) or airline (if tickets were purchased directly from the airline).

Several Days Before the Trip

Cash Advance

In accordance with agency policy, you may obtain cash to cover all anticipated out-of-pocket cash expenses for the trip before you leave. **As a reminder, do not withdraw cash for personal use.**

- ATM: The preferred and most efficient method to obtain a cash advance is by using your government travel account to withdraw cash from an ATM machine.
- Traveler's Checks: You may also obtain traveler's checks from your TMC. Make sure you find out about any fees involved, so that you can be reimbursed.
- Imprest Fund: Although rarely used, you may obtain cash from your agency's Imprest Fund.

Airline Tickets

Unless your TMC/CTO mails airline tickets to travelers, pick up your airline tickets as close to the date of departure as possible. Many TMCs use e-ticketing. With e-ticketing, you will not get a physical ticket, only information about the reservation. Federal employees may retain, for personal use, frequent flyer miles earned while on official government travel.

Phone card

Pick up a government phone card from your agency for telephone calls. Find out your agency policy on reimbursing personal phone calls while on travel.

Taking the Trip

Don't forget:

- A government issued picture ID card/ badge or driver's license.
- A copy of your travel authorization.

- Your GSA SmartPay travel account to pay for official travel expenses.
- Personal cash or personal credit cards to pay for personal expenses.
- Lodging tax exempt forms; if available.
- A record of expenses (write them down and save receipts). Lodging receipts are required by all agencies. Follow agency policy with regard to other receipts.

Below is a quick snapshot of what is and is not reimbursable while on your trip:

Is Reimbursable	Is NOT Reimbursable
Air fare	Business or First Class air fares without prior written approval
Maximum lodging amount allowed for the per diem locality excluding lodging tax	Amount in excess of lodging amount allowed for the per diem locality unless previously approved
Meals (up to the rate for the per diem locality)	Meal costs over the rate for the per diem locality
Personal calls (limited, per agency)	Personal calls (limited, per agency)
Work related telephone calls and faxing	Gifts
Laundry and dry cleaning (at the TDY location and only after consecutive nights lodging on official domestic travel)	Postcards and postage
Car rental (approved)	Personal Expenses
Shuttle, taxi, and tips	?
ATM fees if allowed by your agency (cash advances for official travel)	?

Using Your GSA SmartPay Travel Account

Use your travel account only for authorized official travel expenses. If your GSA SmartPay travel account does not work, there may be several possible reasons this may occur including:

1. The transaction may be denied due to an agency block (Merchant Category Code, or MCC). If this is the case, contact your program coordinator for advice or to get the block lifted. *Note: The bank cannot unblock a merchant category code or raise your credit limit without approval from your program coordinator.*
2. Your travel account may be suspended or cancelled due to delinquent payment. If you

recently paid the bill, it may not have posted yet, or there may be other payment problems. Call the bank's customer service for advice.

Citibank ^[15]:

- (800) 790-7206 (within United States)
- (904) 954-7850 (collect calls from outside United States)
- Citibank Online Account Access ^[16]

JP Morgan Chase ^[17]:

- (888) 297-0783 (within United States)
- (847) 488-4441 (collect calls from outside United States)
- JP Morgan Chase Online Account Access ^[18]

U.S. Bank ^[19]:

- (888) 994-6722 (within United States)
- (701) 461-2232 (collect calls from outside United States)
- U.S. Bank Online Account Access ^[20]

Using the ATM

Use the ATM feature of your GSA SmartPay travel account to obtain cash for official travel expenses authorized on your travel authorization.

- To find the nearest ATM, call the bank's customer service at the number on the back of your travel charge card or on our website.
- When obtaining your cash from the ATM, select ?credit? when prompted.
- Your agency limits ATM use to a maximum dollar transaction over a specified period of time. Your program coordinator can tell you the limits.
- The issuing bank charges a minimal fee for ATM use. The fee is listed in your Cardholder Agreement and is reimbursable.
- The ATM machine you use may charge an additional fee. It will be posted on the receipt and is reimbursable if allowed by your agency.
- If you lose or forget the PIN, you must apply for a new one and it will be mailed to the address provided in the application. Bank personnel are not able to look up the PIN for you.

Remember: Do not use the ATM from your GSA SmartPay travel account to obtain cash for personal expenses.

International Use

Your travel account may be used for official government international travel at any merchant who accepts VISA or MasterCard.

- You may obtain foreign currency from a bank or an ATM using the GSA SmartPay travel account.
- Foreign currency transactions will be converted to U.S. dollars using a favorable conversion rate in existence at the time the transaction is processed. Processing may or may not take place on the date of the transaction, and the rate may differ from day to day.

After the Trip

When you return from your trip, you will have to fill out a Travel Voucher (TV) or the form used to present your travel claim for expenses.

Remember:

- Timing is critical - complete and submit the travel claim/voucher immediately, within 5 calendar days, after returning from official travel.
- Information - provide all necessary information and attach or submit receipts as required by your agency.
- Follow up - do everything you can to speed your claim through the approval process. Know the sign-off process and follow-up.
- Reimbursement - set up direct deposit to your bank account ahead of time, so that you will not have to wait for a check to be mailed.
- Use the amount reimbursed by your agency to pay the travel account bill in full. If you do not pay the balance on your travel account bill in full, it will become delinquent.

Payment of the Travel Account Bill

The Travel Account Bill

You will receive a billing statement from the issuing bank once a month when using a government travel account. The bill will be issued for all travelers in your office on the same date each month, called the billing cycle date. When you receive the billing statement of account, verify all of the charges listed. The full amount of undisputed transactions is due to the bank on the billing due date indicated whether or not you have been reimbursed by your agency.

There is no minimum payment that can be made to keep the account from becoming delinquent. In addition, if payment is not received in a timely manner, you may lose your charging privileges and adversely affect your ability to perform your job responsibilities.

When paying, you should:

- For electronic bill paying service: Make sure your account is set up with the correct account number, and find out how many days it will take for the payment to reach the bank. Some networks send a check, so knowing the time frame is important to avoid delinquency. If your travel account number changes for any reason, don't forget to update the bill paying service.
- For mailing payments: Use the envelope provided by the issuing bank to mail your check. Do not send checks to GSA. Include the tear-off portion of the statement so that the amount you send will be posted to the correct account. When mailing a check, know that if the check bounces, the banks charge a returned check fee, which is not reimbursable. If you have multiple returned checks, your travel account may be cancelled.
- Note: If you have no outstanding transactions at the billing cycle date, you will not receive a bill. When you pay all outstanding charges, you will receive a statement the next month to reflect the payment.

Payment Due Date

Payment for all undisputed charges must be made in full by the statement billing due date, which is 25 to 30 days after the closing date on the billing statement of account, depending on the bank. The due date is printed on the bill.

Past Due

Under the GSA SmartPay master contract, an account is considered past due if payment for the undisputed principal amount has not been received 45 calendar days from the closing date on the statement of account in which the charge appears.

Consequences of late payment include:

- Bank representatives will notify you with letters and telephone calls.
- Your program coordinator is notified that the amount is past due.
- Your supervisor may also be notified.

Suspension

An account may be suspended if payment of the full amount of undisputed charges is not received and posted by the bank 61 calendar days from the closing date on the statement of account.

Consequences of suspension include:

- You will be unable to use the travel account.
- Bank representatives will notify you with letters and telephone calls.
- Your program coordinator will be notified.

- In many agencies, higher level officials are notified.
- The suspension will count towards the two suspensions, which will result in cancellation of the travel account when it becomes delinquent a third time.

Cancellation

An account may be cancelled if:

- It has been suspended two times during a 12-month period for undisputed amounts and is past due again (45 calendar days from the closing date on the statement of account in which the charge appears); or
- The travel account is used for other than authorized purchases, and cancellation is approved by the program coordinator; or
- It is past due for undisputed amounts at 126 calendar days past the closing date on the statement of account in which the charge appeared. ?At day 120, the contractor bank will notify the account holder and A/OPC electronically and in writing that the account will be canceled if payment is not received in full by the close of the fifth calendar day after the notification. ?At day 126, the account may be canceled unless otherwise directed by the A/OPC.

The program coordinator and/or GSA SmartPay Contracting Officer reserves the right to cancel an individually billed account (IBA) under his/her purview and shall document the reasons for the cancellation.

Consequences of cancellation include:

- You will be unable to use your travel account, and it will not be reinstated.
- Your ability to do your job may be affected if you are not able to travel and obtain government discounts.
- The cancellation may be reported to your manager/supervisor and to your human relations officer.
- The cancellation may result in a personnel action such as a notice or letter being placed in your official personnel record.
- The cancellation may be reported to credit bureaus, and your personal credit rating may suffer.
- A late fee may be imposed on the uncollected balance.
- The issuing bank may begin collection actions.
- You may be liable for fees related to collection actions.
- The issuing bank may request salary offset from your agency.
- At 180 days past due, the bank writes off the account as a bad debt, and credit bureaus are again notified.

GSA SmartPay Travel Troubleshooting Guide ^[21] - GSA SmartPay Travel Troubleshooting Guide provides information on how to pay your GSA SmartPay bill via the bank, banks online websites, mail, and telephone. It also provides information what to do if your travel charge card is not working.

Questioned Charges

If there are charges on your billing statement that you do not recognize, call the merchant first, and ask for clarification. Act promptly so that you will have the necessary information before payment is due.

- If you need help identifying the merchant, call your bank's customer service number listed on the back of your GSA SmartPay travel account.
- If the charge is erroneous, generally the merchant will reverse it, and it will appear as a credit on your next billing statement. Before paying your bill, check with the bank's customer service representative, or view your account online, to see if the credit has posted. If so, deduct the amount from your payment. If there has been sufficient time for the merchant to reverse the charge, and the credit has not posted, file a dispute form provided by the bank.
- If the merchant says it is a legitimate charge to your account, ask for proof, such as a signed receipt. Request that it be faxed to you. If, after receiving the information from the merchant, you do not agree that it is a legitimate charge, file a dispute form provided by the bank.

Disputed Charges

Disputable charges include double billings and charges to your account that belong to another account. Non-disputable charges include sales tax, shipping, and returned or unused airline tickets. Usually, airline tickets are purchased by the TMC using the centrally billed account and the amount will never appear on your travel account. In the instance when you purchase airline tickets using your own individually billed account and you return the tickets, the airline will issue a credit against your account.

If you have a disputed charge on your account and are not able to resolve it with the merchant, complete and submit a dispute form available from:

- Your A/OPC;
- Your bank's customer service representative;
- Your bank's electronic access system or website; or
- Your agency's website (at some agencies).

If you have discussed the disputed charge with the merchant and expect resolution, give the merchant time to reverse the charge before filing a dispute.? Not giving the merchant sufficient time could result in a double credit to the account and create more problems in resolving it. If you act to resolve the disputed charge promptly with the merchant, he/she should be able to resolve the discrepancy by submitting the credit before your next billing statement.

DO fill out, sign, date, and submit the dispute form:

- If you think the charge is disputable and enough time has elapsed to have received the credit.
- Before 90 days from the date that the erroneous charge first appeared on your billing statement of account.? You relinquish your right to recover a disputed amount if you do not dispute it in writing before the 90 days from the date that the erroneous charge first appeared on your billing statement of account.
- If the merchant does not assist you in identifying the charge from the start.

Once you have sent the dispute form to the bank, delinquency of the disputed amount will be held in abeyance until the matter is resolved. Payment on all other undisputed charges must be made on or before the billing due date.

Customer Service/Help

All GSA SmartPay banks have a toll-free customer service number. ?This number can be found on the GSA SmartPay website or listed on the back of your travel charge card. The customer service staff at the issuing bank has your account history available electronically and can answer many questions about use of your travel account. If your travel account declines at a point of sale while you are traveling, first call the bank?s customer service. If the decline is due to an electronic block placed on travel accounts by your agency, you will need to call your agency program coordinator to resolve the situation. Also, the bank?s customer service representatives can help you locate the nearest ATM or branch bank when you are traveling.

Citibank ^[15]:

- (800) 790-7206 (within United States)
- (904) 954-7850 (collect calls from outside United States)
- Citibank Online Account Access ^[16]

JP Morgan Chase ^[17]:

- (888) 297-0783 (within United States)
- (847) 488-4441 (collect calls from outside United States)

- [JP Morgan Chase Online Account Access](#) [18]

[U.S. Bank](#) [19]:

- (888) 994-6722 (within United States)
- (701) 461-2232 (collect calls from outside United States)
- [U.S. Bank Online Account Access](#) [20]

Electronic Access System

Most GSA SmartPay banks offer a secure web-based electronic access system on which you can view your account electronically at any time. Not all agencies give travel account holders access to this system, so first check with your program coordinator.

- Request electronic access when you apply for a travel account. You will receive a login and password.
- Electronic access will help you keep track of your balance and can assist you in preparing your travel claim/voucher.
- For help using the electronic access system, check the online tutorial, the online help, or call the customer service number or technical help number at your bank.

Visit your issuing bank's website for more information:

- [Citibank](#) [22]
- [JP Morgan Chase](#) [18]
- [US Bank](#) [23]

The Role of the Program Coordinator (A/OPC)

The Agency/Organization Program Coordinator (A/OPC) is the primary liaison between you and the bank. The program coordinator:

- Provides the travel account application form to you. Once you complete it, the A/OPC will submit the application for your travel account to the bank.
- Answers questions on the proper use of the travel account. Sets electronically controlled spending limits.
- Requests electronic blocking of merchant codes and can request lifting of the codes.

- Receives monthly reports to monitor delinquencies.
- Receives monthly reports to monitor for personal use and/or fraud.
- Has access to information on all charges made by travel account holders within their assigned area.
- May request suspension and/or cancellation of a travel account.
- Reports fraud and delinquency to management.
- Coordinates bank efforts for salary offset if necessary.

Change of Address

If you change your address, please be sure to notify the bank immediately by:

- Filling out the form they provide with billing statements;
- Calling the toll free customer service number listed on the back of your charge card;
- Using the bank's electronic access system; or
- Asking your program coordinator to submit it electronically.

Note: Make sure you file a change of address form at your local post office so mail will be forwarded.

Lost or Stolen Travel Accounts

Report a lost or stolen travel account promptly to:

- The bank (call the number provided in your Account Holder Agreement or the customer service number);
- Your program coordinator; and
- Your supervisor.

Once you have reported your travel account lost or stolen, your account will immediately be closed. Cooperate with bank representatives in providing as much information as possible surrounding the loss or theft. The bank will mail a new travel account with a new account number within 7 to 10 business days. You do not need to reapply. You will only be responsible for those valid charges made before your travel account was reported lost or stolen. Any previous authorized activity, disputed and undisputed, will be transferred to the new account number.

Knowledge: The Best Protection for Your GSA SmartPay Card ^[24] - Tips for cardholders to help detect and avoid fraud.

Definitions

Agency/Organization Program Coordinator (A/OPC) ? The program manager for the GSA SmartPay travel program within an agency/organization

Airline City Pair - Special contract airline pricing available for official government travel

Automated Teller Machine (ATM) - Machine from which to obtain cash using an account number

Centrally Billed Account (CBA) - A travel account established for an agency paid directly by the agency

Commercial Travel Office (CTO) - The commercial travel service used by the Department of Defense to issue airline tickets and make airline, rail, hotel, and car rental reservations

DoD - Department of Defense

Foreign Affairs Manual (FAM) - Travel regulations for members of the Foreign Service, U.S. Department of State

Federal Travel Regulation (FTR) ^[1] - The regulation which implements statutory requirements and executive branch policies for travel by federal civilian employees and others authorized to travel at government expense.??

General Services Administration (GSA) - The federal agency responsible for travel policy in the FTR, contracting for travel account providers through the GSA SmartPay master contract and contracting for Airline City Pair services

GSA SmartPay - The Federal Government's payment solutions program providing account holder's a means to pay for commercial goods and services (purchase); travel and travel-related expenses (travel); and vehicle fleet expenses (fleet)

Individually Billed Account (IBA) - A travel account issued to the individual and paid for by the individual

Joint Federal Travel Regulations (JFTR) - Travel policy that applies to military employees

Joint Travel Regulations (JTR) - Travel policy for DoD civilian employees

Meals and Incidental Expenses (M&IE) - The amount allowed for meals and incidental expenses while on official travel; rates vary by location

Per Diem - Daily lodging and M&IE rates allowed while on official travel; rates vary by location

Personal Identification Number (PIN) - Code assigned to a travel account holder to verify

identity when using an ATM

POV - Privately owned vehicle

Travel Authorization (TA) - Official authorization to travel on behalf of the Federal Government

Travel Management Center (TMC) - The commercial travel service used by your agency to make airline, rail, hotel, car rental reservations, and issue tickets

Travel Management Service (TMS) - Same as a TMC

Travel Claim - The process of claiming reimbursement for travel expenses by submitting expenses and receipts to your agency, generally using a travel voucher form

Travel Voucher (TV) - Terminology used at many agencies for the form used to claim travel expenses and from which reimbursement is issued

GSA SmartPay Travel Account (Account Holders)

Now that you have completed the training portion of the GSA SmartPay Travel Account Online Training (Account Holders), you are ready to take your quiz. Once you have completed and successfully passed your quiz, you will receive your completion certificate. The certificate can be saved or printed from the training website.

Start Quiz ^[25]

Source URL: <https://training.smartpay.gsa.gov/gsa-smartpay-travel-card-training-cardholders>

Links

- [1] <http://www.gsa.gov/fttr>
- [2] <https://smartpay.gsa.gov/cardholders/smartpay-charge-cards/travel-card>
- [3] <https://training.smartpay.gsa.gov/printpdf/book/export/html/92>
- [4] http://www.whitehouse.gov/omb/assets/omb/circulars/a123/a123_appendix_b.pdf
- [5] <http://www.defensetravel.dod.mil/site/travelreg.cfm>
- [6] <http://www.state.gov/documents/organization/85509.pdf>
- [7] <http://www.state.gov/m/a/dir/regs/fam/14fam/500/index.htm>
- [8] https://www.smartpay.gsa.gov/sites/default/files/pub/HelpfulHints_Travel_508_R2FIM2_0Z5RDZ-i34K-pR.pdf
- [9] <http://www.gsa.gov/citypair>
- [10] <http://www.gsa.gov/mileage>
- [11] <http://www.gsa.gov/perdiem>
- [12] <https://smartpay.gsa.gov/about-gsa-smartpay/tax-information/state-response-letter>
- [13] <https://www.fedrooms.com/>

[14] <http://www.usfa.fema.gov/applications/hotel/>
[15] http://www.citigroup.com/transactionsservices/home/card_solutions/commercial_cards/index.jsp
[16] <https://home.cards.citidirect.com/CommercialCard/Cards.html>
[17] http://www.jpmorganchase.com/cm/ContentServer?c=TS_Content&pagename=jpmorgan%2Fts%2Fts_Content%2Fts_Content
[18] <https://gov1.paymentnet.com/>
[19] http://www.usbank.com/cgi_w/cfm/inst_govt/products_and_services/index.cfm
[20] <https://access.usbank.com/cpsApp1/index.jsp>
[21] https://smartpay.gsa.gov/sites/default/files/pub/12-00590_SP_TravelHelpGuide.pdf
[22] <https://home.cards.citidirect.com>
[23] <https://access.usbank.com>
[24] https://smartpay.gsa.gov/sites/default/files/pub/10-00602_SmartPayFraudTrifold_Pr01.pdf
[25] <https://training.smartpay.gsa.gov/node/1/take>